GENERAL SERVICE ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: GSAAdvantage.gov.

Schedule for - Information Technology Professional Services

Contract Number: GS-35F-0377V

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract Period: April 21, 2009, through April 20, 2014

Company Information:

GBTI Solutions, Inc.
12209 Sugar Creek Ct., Herndon, VA 20170
(web) http://www.gbtisolutions.com/

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DUNS Number: **807909036**

CAGE Code: 4Z5N4

Business Type / Size: Minor Owned Small Business, Small Disadvantaged Business

CUSTOMER INFORMATION

1) AWARDED SPECIAL ITEM NUMBER

a) Special Item No. 132-51 Information Technology Professional Services

FPDS Code D301 IT Facility Operation and Maintenance
FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT System Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D310 IT Backup and Security Services
FPDS Code D311 IT Data Conversion Services
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316 IT Network Management Services
FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under schedule 76)
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

b) Lowest Price Model

The award for the Multiple Award Schedule for Special Item Number 132-51 is predicated upon the GBTI Solutions' most favored customer. GBTI Solutions' commercial billing pricing is effective which was used as a basis of award.

c) Labor Categories and Hourly Rates

Labor categories and their hourly rates are described in detail starting next page.

Labor Categories & Hourly Rates
Prices Shown Herein are Net (discount deducted)

Labor Category	Level	Hourly Rate
Application Administrator	L2	$88.16
Application Administrator	L5	$134.65
Application Architect	L3	$137.51
Application Designer	L3	$124.68
Application Programmer	L3	$116.48
Application Programmer	L4	$129.67
Business Analyst	L5	$149.61
Business Architect	L5	$179.54
Call Center Architect	L3	$161.20
Computer Programmer	L4	$114.70
Computer System Analyst	L5	$124.68
Computer System Programmer	L5	$124.68
CTI Developer	L2	$115.86
Functional Analyst	L5	$179.54
Lead Analyst	L1	$179.54
Principal System Architect	L2	$159.59
Programmer	L4	$114.70

Labor Category Description

Commercial Labor Category	Level	Minimum / General Experience and Years of Experience	Functional Responsibility	Minimum Educational Requirements
Application Administrator	L2	3+ years, Application installation and configuration experience; Be able to provide technical guidance and feedback for on-staff and external resources.	Perform application installation, configuration and maintenance tasks under the supervision of senior administrators.	BS or equivalent
	L5	10+ Years of experience administering enterprise level business application; Strong organizational and time management skill	Install, support, maintain business system application software; Support projects through all phases of the application development lifecycle; Create project scope documents to assist IT management; Implement and maintain applications security.	BS, Computer Science or IT business related.
Application Architect	L3	12+ Years application architecture/product development experience with experience on multiple platforms /tools such as Unix, IBM mainframes, CICS, DB2, MQ Series, OOA/OOD tools, Rational Rose.	Design applications, services and components; Identify business rules from logical design; Mentor team members; Assess risk and design limitations. Investigate new technology and techniques; Educate application development managers, developers and BA's on company architecture standards.	MS or Equivalent
Application Designer	L3	5+ Years hands on experience with IA/interactivity/user interface design, DHTM, HTML, CSS2	Deliver User Experience solutions for web applications; Create and revise information architecture documents; Work with business users to help reach consensus on overall design strategies.	BS or equivalent

Commercial Labor Category	Level	Minimum / General Experience and Years of Experience	Functional Responsibility	Minimum Educational Requirements
Application Programmer	L3	3-5 years applications development on Windows or Unix development platforms; 1-3 years designing and developing database and developing reports; Experience with documenting and analyzing customer requirements. Familiar with at least one application server such as WebSphere, JBoss and Weblogic.	Design and development in-house J2EE / .Net application; design and develop custom templates, workflows and solutions packages; document source code and application information; Train customers and support staff; Provide 3rd tier technical support and maintenance for applications developed by the Application Development team.	BS or equivalent
	L4	5-7 Years J2EE / .Net, OOP experience in application development and debugging; Familiar with at least one application framework such as Spring and Rails.	Participate in the full life-cycle development of commercial software; Design, code, document, test and deploy software and web-based content/data management applications.	BS or equivalent
Business Analyst	L5	10+Years IS experience within industry or service sector; 5+ years in Senior manager role; 5+ years project lead experience.	leveraging business process subject matter expertise and innovative and best practice approaches that accelerate delivery of cost-effective business solutions; Assist in project / program management of business initiatives; Contribute to the delivery of project Sourcing strategy; Collaborate with IS Business Parameters to plan and deliver the IT projects; Collaborate with SLCM Team to deliver effective post-implementation support needs of approved projects; Maintain project level compliance against associated internal and external regulations and controls.	BS or equivalent

Commercial Labor Category	Level	Minimum / General Experience and Years of Experience	Functional Responsibility	Minimum Educational Requirements
Business Architect	**L5**	10+ years of business process architecture/ product development experience	Analyze requirements, assess impact, and provide guidance to business/application designers; Analyze changes, assess impact on system, and provide guidance; Review and approve the designs; Interface with customers and resolving technical issues; Present design at Customer Technical Reviews; Mentor team members; Plan activities and report status; Assess risk and design limitations; Develop business model solution for proposals.	MS or Equivalent
Call Center Architect (Amdocs, Siebel, Chordiant)	**L3**	5 years experience in developing contact center technical solutions; 5 years experience in integrating heterogeneous platforms and environments; 2 years experience with CTI (Genesys, Cisco) Framework and diagnosing and troubleshooting technical problems.	Provide technical direction to identify, document, analyze, and communicate solutions to meet the enterprise-wide contact center business needs; Determine the technical components needed to solve a customer's operational scenario. Responsible for marshalling and managing the necessary Clients internal resources/groups needed for tasks such as validating that the solution is financially viable, manageable, and maintainable.	BS or Equivalent
Computer Programmer	**L4**	7+ Years of programming and testing experience; Thorough knowledge of Unix or Windows operating systems. Familiar with Web servers such as Apache. Hands-on experience with server, GUI programming using languages such as C, HTML, Java, Java scripts, ASP and Perl.	Support user interface module and network interface, system management and network control modules; Code, test, debug. Implement and document complex programs; Prepare detailed specifications; Create appropriate documentation; Design systems and programs to meet business needs, Support project personnel in resolving program problems. Conduct QA activities.	MS or Equivalent

Commercial Labor Category	Level	Minimum / General Experience and Years of Experience	Functional Responsibility	Minimum Educational Requirements
Computer System Analyst	**L5**	12+ years of related experience; 5+ years of Software Development experience.	Define and develop project plans, conduct cost/benefit analyses and risk assessments, monitor project progress, serve as liaison with customers, adjust schedules and plans; Identifying and resolve issues; Ensure technical proficiency and productivity and the quality of project deliverables; Define business requirements and translate requirements into technical solutions.	BS or equivalent
Computer System Programmer	**L5**	8+ years of computer engineering/ system programmer experience; 2+ years experience in Windows or Linux development environment.	Responsible for: Coordinating, synchronizing and controlling technical activities; Implement and execute centralized control procedures; Coordinate configuration control; Assist and advise in the design and implementation; Coordinate and conduct performance enhancements; Monitor and report task accomplishment; Interact with management on functional areas; Provide leadership and support technical operations.	BS or equivalent
CTI Developer	**L2**	3+ Years development experience with CTI technologies such as Genesys and Cisco.	Develop, code, test and debug new software or enhance the existing software within the CTI Framework (Genesys or Cisco); Work with team members to analyze system changes.	BS or Equivalent
Functional Analyst	**L5**	15+ years career expertise in systems and implementations; 5+ years of software analysis and design experience .	Utilize a broad base of extensive functional experience to analyzes customer needs and determine solutions. Addresses higher-order analysis required to understand strategies;. Develop solution strategies and alternatives for customer requirements. Interface with the most senior Government officials to understand their business	MS or Equivalent

Commercial Labor Category	Level	Minimum / General Experience and Years of Experience	Functional Responsibility	Minimum Educational Requirements
			challenges. Provide direction to senior functional analysts and other support staff.	
Lead Analyst	L1	8+ Years of working experience	Provide expert advice in the organization and service delivery of Information Technology; Act as the lead business analyst for the project; Coordinate with customers to support business applications; Assist customers with training and support of the business systems; Develop and manage project schedule; Provide project reviews and updates.	BS or Equivalent
Principal System Architect	L2	10+ years of information system technology experience; Data Modeling , Performance experience.	Code programs; derive logical processes; Design user system interfaces and business application prototypes; Engage in performance/integration testing, business and technical analysis, and data modeling; Serve as a technical expert for clients to eliminate gaps and inconsistencies in the initial and new information system architectures to ensure that solution meets client needs and to develop relationships with clients; Establish the principles, directions and standards; Define the specific components; Oversee and facilitate cross-functional teams working in parallel to meet architecture needs; Provide updates to standards to enhance company solutions; Facilitate reduced risks to the client.	MS or Equivalent
Programmer	L4	8+ years of IT field; 6+ years SOA; J2EE, JSP, .Net, C#, SQL experience.	Design and develop application components; Implement advanced application designs; Write unit tests and automated regression tests; Perform unit and development level integration testing; Track	BS or equivalent

Commercial Labor Category	Level	Minimum / General Experience and Years of Experience	Functional Responsibility	Minimum Educational Requirements
			defects; Perform code maintenance; Perform operations and maintenance activities.	
Siebel Administrator	L1	3+ years Siebel administration or development experience.	Install and maintain Siebel 7.5/8.0; Monitor and maintain Siebel Server components and logs; Maintain Development, Testing and Production environment; Load Siebel patches; Maintain the overall health of Siebel environment.	BS or Equivalent
Software Architect	L2	5+ years of experience in software design and development.	Responsible for analysis, software design, and supporting the software development manager on task planning; Interact with the development staff to resolve design issues.	BS or equivalent
Software Development Engineer	L3	6-10 years development experience; 3+ years in C++, Perl, Java, MQ, Shell Scripts, Oracle, MySQL and/or others.	Define, design, and implement multi-tier distributed software applications; Estimate engineering effort, plan implementation, and rollout system changes; Design code and test the products; Collaborate with multiple teams; Provide on-call production support.	MS or equivalent
System Analyst	L4	6-8 years of system analysis experience;	Provide lead role for testing and installation of new products and releases; Provide support for new client conversions and migrations; Research and resolve issues; Provide technical resources to programming and client services; Analyze issues and prepare reports and logs.	BS or equivalent; Master degree preferred

Commercial Labor Category	Level	Minimum / General Experience and Years of Experience	Functional Responsibility	Minimum Educational Requirements
System Architect	L3	8+ Years exp in analysis, design, development, and application deployment; 4+ years exp application architecture	Provide leadership at all levels and through software development lifecycle; Ensure delivered solutions are realized in time; Mentor to all team members; Provide technical expertise and ownership deliverables; Participate in consulting and pre-sales opportunities within Prime; Design, develop, implement, and maintain high-quality technical solutions; Participate in architectural reviews and analysis to ensure the efficacy; Develop test plans and strategies; Ensure software features and technologies are documented.	BS or MS Degree
System Design Engineer	L4	10+ years with related system design experience.	Work with team members to determine architecture of new products and analyze performance issues; Design new modules to meet requirements; Conduct feasibility studies and tests, documenting results and making final recommendations for the release of products to manufacturing; Investigate and correct systems level problems with existing product.	BS or equivalent
System Integrator	L4	8+Years experience in System Integrator, Controls Engineer and Automation.	Develop and install systems; Design and develop system process controls; Prepare and write documentations for system development and installation.	BS or equivalent
Project Lead/Team Leader	L3	5-7 years of relevant experience	Responsible for leading projects and designs; Work with customers to understand requirements, and propose and develop solutions; Work with and lead teams; Provide technical leadership and mentoring.	BS or Equivalent

Commercial Labor Category	Level	Minimum / General Experience and Years of Experience	Functional Responsibility	Minimum Educational Requirements
Usabiliy Specialist	**L1**	2+ years of experience conducting usability studies.	Translate business, product, and marketing requirements into user experiences; Create conceptual wireframes and user flow diagrams; Plan and conduct usability studies; Plan and conduct concept studies for emerging features; Analyze data from user research efforts; Develop recommendations and create interaction flows for new features; Present research findings and design recommendations to internal stakeholders and device manufacturers; Perform evaluations and analysis research of new technologies and services.	Master's Degree in Computer Science

2) MAXIUM ORDER

The maximum order value for the Special Item Number (SIN) 132-51 - Information Technology (IT) Professional Services is __$500,000__

3) MINIMUM ORDER

The minimum dollar value of orders to be issued is $__2,500___.

4) GEOGRAPHIC COVERAGE (delivery area)

This contract is for *Domestic delivery* which is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories.

5) POINT OF PRODUCTION (city, county, and State or foreign country)

All labor categories are supplied from GBTI Solutions' headquarters in McLean, Fairfax, Virginia.

6) DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE

Prices shown in the labor categories and prices tables above are NET Prices; Basic Discounts of 1-16.67% have been deducted.

Government Educational Institutions receive additional 0.25% discount**.**

7) QUANTITY DISCOUNTS

For orders worth of
- $500,000 - $1,000,000 0.5% discount;
- $1,000,000 – 5,000,000   1% discount;
- $5,000,000 and above   1.5% discount.

8) PROMPT PAYMENT TERMS

None

9) PURCHASE CARD

a) Credit cards for payments equal to or less than the micro-purchase threshold will be accepted for oral or written delivery orders.

b) Credit cards will be acceptable for payment above the micro-purchase threshold.

10) **FOREIGN ITEMS (list items by country of origin)**

None

11) **DELIVERY SCHEDULE**

a) Time of Delivery: SIN 132-51 **-** <u>30 Days ARO or As Negotiated between GBTI Solutions & Ordering Customer.</u>

b) Expedited Delivery: Items available for expedited delivery are noted in this price list.

c) Overnight and 2-day Delivery: N/A

d) Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact GBTI Solutions for the purpose of obtaining accelerated delivery. GBTI Solutions shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If GBTI Solutions offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12) **F.O.B. POINTS**

48 Contiguous States, and the District of Columbia including Alaska, Hawaii and Puerto Rico.

13) **ORDERING ADDRESS**

GBTI Solutions' Ordering Address: **12209 Sugar Creek Ct., Herndon, VA 20170**

GBTI Solutions' Email Address for Ordering: **wkuai@gbtisolutions.com**

14) ORDERING PROCEDURES

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.

b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

c. FAR 8.405-3 Ordering procedures for supplies, and services services using a BPA.

15) PAYMENT ADDRESS

12209 Sugar Creek Ct., Herndon, VA 20170
Tel: 703-909-2604, Fax: 888-225-1438
Email: fli@gbtisolutions.com

16) DESCRIPTIONS OF SERVICES

GBTI Solutions provides three types of services:

- Business Process and Technology Service
- Application Design and Development Service
- Technology Strategy and Architecture Service

Business Process and Technology Service

We provide end-to-end technology solutions to help companies and government agencies manage, enable and improvess processes. We manage and integrate a large variety of systems and technologies in the client's environment to meet business process needs. Typical business processes that our services help improve include the following:

- CRM
- ECM
- BPM
- Case Management
- Workflows, Queues and Rules
- Claims Processing
- Contact Management

- Complaints Management

Our services include business strategy, business process analysis, business process modeling, enterprise architecture, system integration, policies and procedures development, workflows and rules development.

Application Design and Development Service

We help clients with custom application development. We also help with customization and enhancement of COTS products. Our development is performed on either J2EE or .Net platforms. Here are some examples of the applications

- Self-service Portal
- Contact Center Application
- Benefits Administration
- New Member Application
- Claim Processing
- Complaints Management
- Financial Applications
- Insurance Applications
- Healthcare Applications

Technology Strategy and Architecture Service

We help clients with their technology vision, blueprints, roadmaps and various architecture areas such as

- Technology Vision
- Technology Blueprints
- Technology Roadmaps
- Enterprise Architecture
- Technology Procedures and Policies
- System Architecture
- Storage Architecture
- Network Architecture
- Security Architecture
- Data Architecture

17)   SOLUTION APPOACH

We take a 4I approach in providing solutions to challenging business problems:

- **I**mplementation – What functionality we can implement to solve the problem?
- **I**nfrastructure – What infrastructure do we need to support the solution?
- **I**ntegration – What other systems should the system interface with?
- **I**nnovation – What values, changes and improvements does the solution offer?

The 4I focus, especially the Innovation aspect of the solution methodology, makes us stand out from our competitors. We are adamant that our solutions must solve pragmatic problems, bring new benefits, and offer practical values.

18)   COMPETENCIES

Services & Solutions	Business Process and Technology				Application Design and Development	Technology Strategy and Architecture
	CRM	ECM	BPM	DW/BI		
Implementation	Siebel Amdocs Chordiant	Content Manager FileNet OnDemand SharePoint Documentum Stellent Kofax Captiva	WebSphere Process Server Chordiant JXW Oracle BPM SharePoint Workflow	Teradata Business Objects Informatica Ab Initio	.Net J2EE WebSphere Portal Spring Framework Struts	Zachman TOGAF Booch SOA
Integration	Middleware, WebServices, WSDL, BPEL, ESB, MQ, Vitria, WebMethods, SOAP					
Infrastructure	Server (HP, Dell, Sun, IBM) OS (Unix, Linux, Solaris, AIX, HP-UX, Windows XP) Storage (EMC, IBM, SAN) Network (Cisco, Nortel, LAN, MPLS, WAN) Database (Oracle, DB2, SQL Server) Monitoring (Tivoli, OpenView, SiteScope)					
Innovation	BPR (Business Process Re-engineering) EVM (Earned Value Management) ITIL (Information technology Infrastructure Library) SDLC (Software Development Lifecycle) CM (Change / Configuration Management) ELC (Enterprise Lifecycle)					
Labor Category	PM (Project / Program Manager) Architect (TA, EA, SA, AA, DA) BA / SA (Business / System Analyst) Designer Developer (Software Engineer) Administrator (System Engineer) Tester (QA) Configuration Manager Support Engineer (Helpdesk Engineer) SME (Subject Matter Expert					